

TennCare Oversight Division Summary of Provider Complaints for Calendar Year 2023

1st Quarter Total: 276*
2023 Total: 276

Amerigroup TN TennCare 1st Qtr. Total – 50

Denial Reversed: 34
Denial Upheld: 8
Duplicate: 1
Opened in Error: 1
Partial: 3
Pending: 1
Resolved: 2

AGP TennCare YTD Total: 50**

Amerigroup TN Medicare Advantage-&/or MA Special Needs Plan 1st Qtr. Total –10 (all SNP)

Denial Reversed: 5
Denial Upheld: 5

BCBST 1st Qtr Total – 1

Referred to Consumer Insurance Services: 1

BCBST MA 1st Qtr Total – 3

Referred to Consumer Insurance Services: 3

Cigna MA 1st Quarter Total - 1

Referred to Consumer Insurance Services: 1

DentaQuest TennCare 1st Quarter Total - 1

Question Answered: 1

DentaQuest TennCare YTD Total: 1**

HealthSpring SNP 1st Quarter Total - 1

Partial: 1

Humana SNP 1st Quarter Total – 1

Denial Reversed: 1

TennCare 1st Qtr. Total – 8

Question Answered: 1
Resolved: 7

UnitedHealthcare Plan of the River Valley TennCare 1st Qtr. Total – 38

Denial Reversed: 20
Denial Upheld: 14
Partial: 3
Question Answered: 1

UPRV TennCare YTD Total: 38**

UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 1st Qtr. Total –13

Denial Reversed: 2

Denial Upheld: 10
Resolved: 1

Volunteer State Health Plan TennCare 1st Qtr. Total – 113

Denial Reversed: 5
Denial Upheld: 21
Paid: 1
Partial: 85
Resolved: 1

VSHP TennCare YTD Total: 113**

Volunteer State Health Plan CoverKids 1st Qtr. Total – 3

Denial Upheld: 3

Volunteer State Health Plan MA SNP 1st Qtr. Total – 33

Denial Reversed: 3
Denial Upheld: 28
Partial: 2

*Includes all Provider Complaints received.

** Excludes CoverKids, Special Needs Plan or FIDE Plan Provider Complaints.

Compare to previous years:

2022 Total: 843
2021 Total: 561
2020 Total: 570
2019 Total: 553
2018 Total: 1151
2017 Total: 1045